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**ICEMILLER**<sup>SM</sup>

LEGAL & BUSINESS ADVISORS

MM  
10-17-01  
JC997 U.S. PTO  
09/896960  
06/29/01

June 29, 2001

WRITER'S DIRECT NUMBER: (317) 236-5804

internet:fowler@icemiller.com

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Commissioner for Patents  
Washington, D.C. 20231

Re:   Invention:       CUSTOMER RELATIONSHIP MEASUREMENT AND  
                          MANAGEMENT SYSTEM AND METHOD  
      Inventors:       SHOEMAKER, Randall D.; GRINDSTAFF, G. Michael;  
                          KOVACS, Brian A.; WEIMER, Mark L.; EASTON, Bill;  
                          GLODOWSKI, Mark R. and DOYLE, William  
      Our File No.:    P00494-US-1 (11049.0013)

**INFORMATION DISCLOSURE STATEMENT**

Applicant submits herewith a form PTO-1449, including copies of the patents, publications and other information identified on said form, which may be material to the examination of this application and in respect to which there may be a duty to disclose in accordance with 37 C.F.R. § 1.56.

Pursuant to 37 C.F.R. § 1.97(b), this Information Disclosure Statement is being filed with the patent application.

Commissioner for  
Patents

-2-

June 29, 2001

In the event Applicant inadvertently overlooked the need for any additional petition or payment of additional fee, Applicant hereby conditionally petitions therefor and authorizes that any charges be made to deposit account 09-0007.

Respectfully Submitted,

ICE MILLER



Russell E. Fowler, II  
Attorney Registration No.: 43,615  
One American Square, Box 82001  
Indianapolis, Indiana 46282-0002  
Telephone: (317) 236-2100

Date: 6/29/01

REF/pgf

Enclosure: Form PTO-1449 (2 pages) including copies  
of the patents, publications and other information  
identified on said form

cc: Raymond S. Becker

834730.1

LIST OF PATENTS AND PUBLICATIONS FOR  
APPLICANT'S INFORMATION DISCLOSURE  
STATEMENT

(Use several sheets if necessary)

ATTY. DOCKET NO.  
P00494-US-1(11049.0013)

SERIAL NO.

APPLICANT

FILING DATE

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JC997 U.S. PTO  
09/896960

## REFERENCE DESIGNATION

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5	8	4	8	3	9	6	12/8/98	Gerace	705	10	
	AB	5	8	9	5	4	5	0	4/20/99	Sloo	705	1	
	AC	5	9	0	9	6	6	9	1/1/99	Havens	705	11	
	AD	5	9	6	3	9	1	0	10/5/99	Ulwick	705	7	
	AE	5	9	6	6	6	9	5	10/12/99	Melchione et al.	705	10	
	AF	5	9	9	9	9	0	8	12/7/99	Abelow	705	1	
	AG	6	0	0	9	4	0	6	12/28/99	Nick	705	10	
	AH	6	0	1	2	0	5	1	1/4/00	Sammon, Jr. et al.	706	52	
	AI	6	0	2	6	3	7	0	2/15/00	Jermyn	705	14	
	AJ	6	0	6	1	6	5	8	5/9/00	Chou et al.	705	10	
	AK	6	0	6	4	9	7	8	5/16/00	Gardner et al.	705	10	

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
													YES	NO
	AL													
	AM													
	AN													
	AO													
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## OTHER

ART (Including Author, Title, Date, Pertinent Pages, Etc.)

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REFERENCE DESIGNATION										U.S. PATENT DOCUMENTS			
EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	6	0	6	7	5	2	5	5/23/00	Johnson et al.	705	10	
	AB	6	0	7	0	1	4	2	5/30/00	McDonough et al.	705	7	
	AC	6	0	7	0	1	4	5	5/30/00	Pinsley et al.	705	10	
	AD	6	0	7	0	1	4	7	5/30/00	Harms et al.	705	14	
	AE	6	0	7	3	1	1	2	6/6/00	Geerlings	705	14	
	AF												
	AG												
	AH												
	AI												
	AJ												
	AK												

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